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MyFax User Guide

www.myfax.com

Contents

Contents **1**
Getting Started **1**
Setting up an account 1
MyFax requirements 1
Email requirements 1
Web browser requirements 1
Sending your first fax with MyFax 1
Receiving your first fax with MyFax 2
Sending and Receiving Faxes using Email **4**
Sending Faxes 4
Setting the Send Preferences 4
Sending a Fax – the details 4
Sending faxes through Microsoft Office 2003 or 2007 6
Receiving Faxes 7
MyFaxCentral: MyFax on the Web **9**
Sending a fax – quick start 11
Sending a fax – details 12
Adding Recipients 12
Attaching Documents 13
Setting Options and Adding a Cover Page 14
Previewing your Fax 15
Sending Your Fax 15
Using the Outbox – How to view fax delivery progress 15
Sent Faxes – Viewing your sent fax history 16
Resending a Previously Sent Fax 16
Downloading a Previously Sent Fax 17
Viewing a Previously Sent Fax 17
Inbox - Receiving a fax using MyFaxCentral 17
Downloading Faxes from your Inbox 18
Deleting Faxes from your Inbox 18
Forwarding Received Faxes to another Destination 18
Creating a Fax Report 19
Marking Faxes as Junk 19
Unmarking Faxes Previously Marked as Junk 20
Automatically Identifying New Faxes as Junk 20

My Account - MyFax Account Administration 20
Billing Profile 21
Account Statement/Invoice 22
Account Activity Reports 22
User Administration 22
My Preferences – MyFax User Preferences 23
Setup Wizard 23
User Profile 23
User Name and Email Address 23
Change Password 24
News and Updates 24
Online Time Zone Setting 24
SMS Mobile Device Settings 25
Security Question 25
Send Preferences 25
Email Addresses Used for Sending Faxes 26
Default Paper Size 26
Set Default Destination Country Code 26
Fax Confirmations 26
Manage Cover Page 27
Fax Header 28
Online Sent Fax Storage 28
Password Protection (Email Faxing Only) 28
Microsoft Office Internet Fax Activation 29
Receive Preferences 30
Fax Delivery Options 30
Fax Delivery Email Addresses 31
Online Fax Storage 31
Junk Fax Options 31
Contact Book Management 33
Creating a New Contact Book 33
Deleting a Contact Book 33
Editing a Contact Book 33
Editing a Contact Book Name or Description 34
Adding Contacts to a Contact Book 34
Deleting Contacts from a Contact Book 34
Editing a Contact in a Contact Book 34

Appendix A: File Formats **35**
Appendix B: Using Country Codes **37**
Sending a fax when no default country code is set 37
Setting a default country code 38
Sending a fax when a default country code is set 39
Sending a fax to a different country code than the default 40

Getting Started

MyFax is an email- and web-based internet fax service designed for sending and receiving faxes. The fax messages are sent and received using the internet. Once a fax is sent, you can check its delivery status using the MyFax online web reporting tools.

Setting up an account

Before you can begin to use MyFax, you must sign-up for a MyFax account using the secure online form found at MyFaxCentral, located at www.myfax.com.

MyFax requirements

Email requirements

To send and receive faxes, you need an email account, a MIME-compliant email application, and Internet access.

Web browser requirements

For web-based faxing, the following browsers are officially supported by MyFax:

- Microsoft Internet Explorer 6.x
- Firefox 1.5

Other browsers must have the following features enabled in order to access MyFax through the web interface:

- SSL encryption at the 128-bit level or higher
- Tables
- Cookies
- RFC1867 support for multiple forms and file uploads
- Java Script

Note: If your browser uses Pop-Up blockers, you may need to disable them for MyFax to operate correctly.

Sending your first fax with MyFax

To get you started, let's look at sending your first fax with MyFax. If you don't have someone you want to fax right now, but you'd like to try MyFax out, how about sending a fax to yourself? Here's how:

1. Using your email application, prepare to send a new email.
2. Put the fax number of the person to whom you want to send a fax (in this case, your own MyFax number) in the To: field of the email. For example, if your MyFax fax number is (613) 248-4922, enter "16132484922@myfax.com" (the 1 at the beginning shows that the fax number is in North America).
3. Put your own name in the subject line. You'll see why later.

Appendix A: File Formats **35**

Appendix B: Using Country Codes **37**

Sending a fax when no default country code is set 37

Setting a default country code 38

Sending a fax when a default country code is set 39

Sending a fax to a different country code than the default 40

delivered. Notice that the To: info is the same as what you included on the subject line of the email.

For more information on receiving faxes using email, refer to the section Sending and Receiving Faxes using Email in this document.

Sending and Receiving Faxes using Email

The following sections outline how to send and receive a fax, using email.

Sending Faxes

As we've seen, MyFax enables you to send faxes using your email program, as quickly and easily as sending a regular email. Before we get into the details of sending a fax, there are a few items you should look at.

Setting the Send Preferences

You can set the following preferences for sending faxes from your MyFax Account:

- The email address from which faxes are sent.
- The email address to which confirmations are sent.
- The cover page, if any, to be used when a fax is sent.
- The fax header, if any, to be used when a fax is sent.

For more information about setting these preferences, see Administering your MyFax Account in this document.

Sending a Fax – the details

Now that you've got your MyFax account set up exactly as you want, you can follow these easy steps to send a fax using your email.

1. Open your email program and create a new mail message.
2. In the To field enter the destination fax number, followed by the @myfax.com extension.

   The destination fax number must include the country code + area + local number without any spaces between the numbers. For example:

   16137330000@myfax.com

   Note 1: *The country code for North America is 1.*

   Note 2: *For details on setting and using a default country code, see Appendix B: Using Country Codes.*
3. In the Subject field, enter the information that you would like to appear in the fax header.

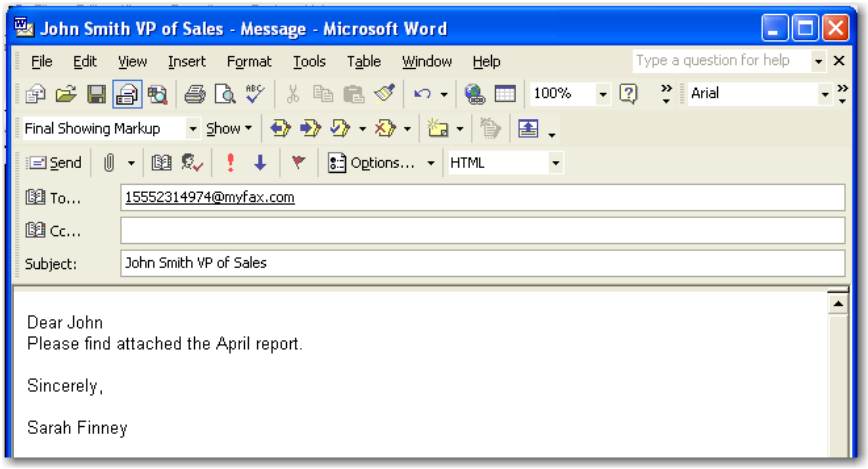
   In the example, the recipient's name and title have been entered in the Subject field.

   Note: *If your password is in the first line, do not include any other information on the first line of the message.*
4. In the body of the email, you can enter any you want notes to the recipient. For example, you could write "Here is the fax I promised to send you". The recipient sees this information as part of the body of the email when he or she receives the fax.

5. You can also attach one or more files to your email message. See "Appendix A - Supported File Formats" for a complete list of the files supported by MyFax or visit MyFaxCentral.

   for the most current list of supported file formats.

   ***Note**: Documents that you attach look exactly the same when MyFax converts your email to a fax.*



6. Click Send.

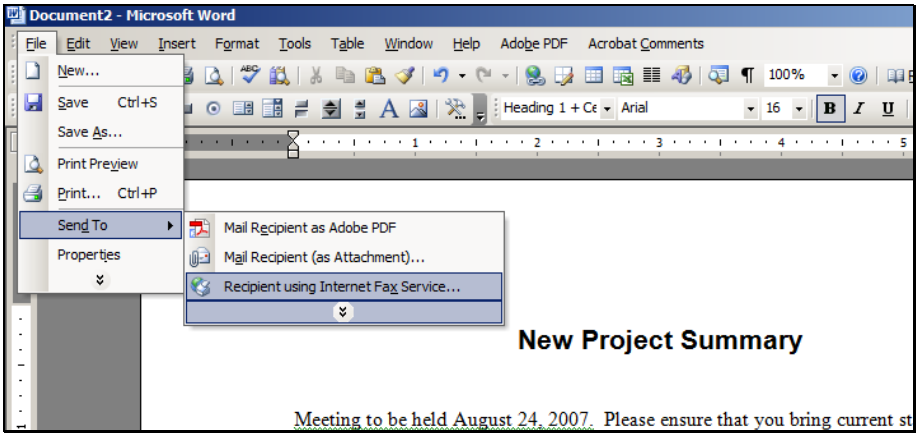
   MyFax converts your email to a fax document, delivers it to your recipient, and emails you a detailed confirmation of your fax transmission.

Sending faxes through Microsoft Office 2003 or 2007

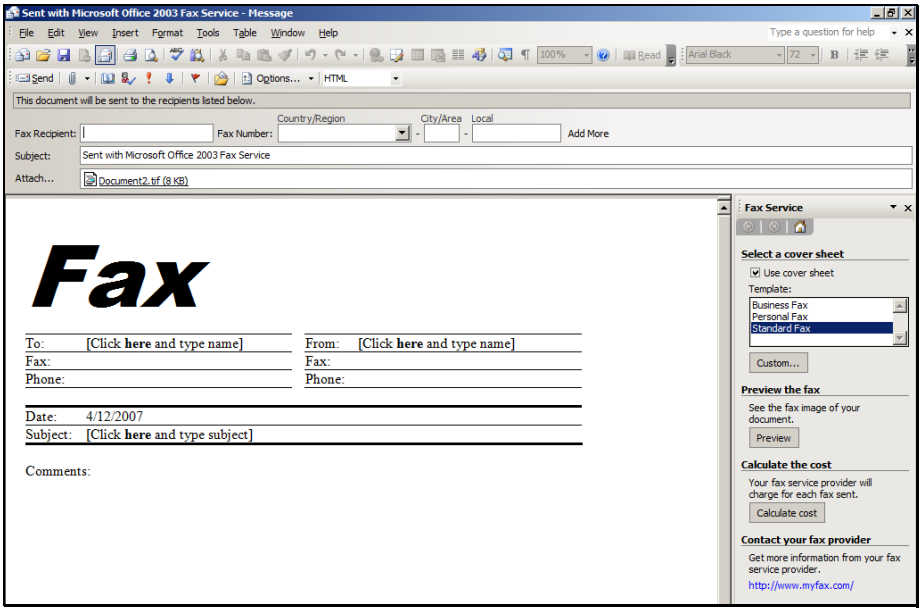
Microsoft Office 2003 and Microsoft Office 2007 offer a way to send faxes directly from many of the Microsoft Office Applications. As an example, here's how to send a Microsoft Word document using MyFax.

Note: *These instructions assume that you have already completed the steps to integrate MyFax with Microsoft Office 2003 or 2007. If you have not done this yet, please follow the instructions in Microsoft Office Internet Fax Activation in Send Preferences first.*

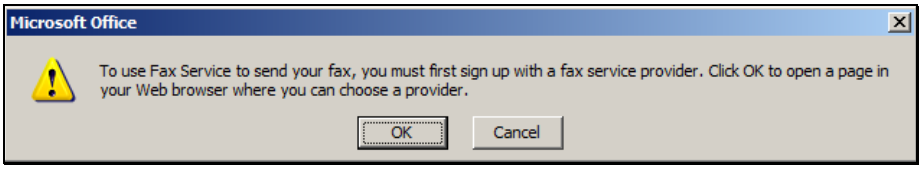
1. Open the Microsoft Word document (or if you already have one open, leave it open).
2. On the Microsoft Word menu bar, click **File**, **Send To**, **Recipient using Internet Fax Service**.


Document2 - Microsoft Word
File Edit View Insert Format Tools Table Window Help Adobe PDF Acrobat Comments
New...
Save Ctrl+S
Save As...
Print Preview
Print... Ctrl+P
Send To
Properties
Mail Recipient as Adobe PDF
Mail Recipient (as Attachment)...
Recipient using Internet Fax Service...
New Project Summary
Meeting to be held August 24, 2007. Please ensure that you bring current st

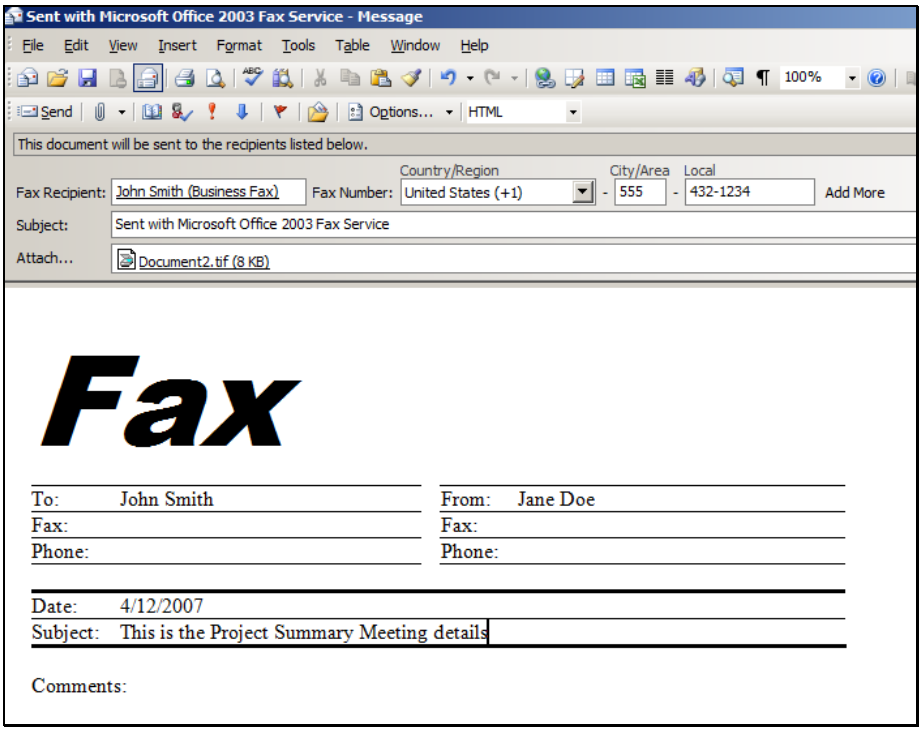
Microsoft Office will automatically open a new email window, with your document attached as a TIF file, and the body laid out as a cover page.



Note: *If you see a pop-up window asking you to sign up with a fax service provider, then you still need to complete the integration with MyFax. Click Cancel on the pop-up and follow the instructions in Microsoft Office Internet Fax Activation in Send Preferences before proceeding..*


Microsoft Office
To use Fax Service to send your fax, you must first sign up with a fax service provider. Click OK to open a page in your Web browser where you can choose a provider.
OK
Cancel

3. In the email window, you may now enter a fax recipient's name and fax number in the fields provided, or look up the contact in your address book.
4. Fill out the fields in the cover page.


Sent with Microsoft Office 2003 Fax Service - Message
File Edit View Insert Format Tools Table Window Help
Send Options... HTML
This document will be sent to the recipients listed below.
Fax Recipient: John Smith (Business Fax)
Fax Number: United States (+1) 555 432-1234
Add More
Subject: Sent with Microsoft Office 2003 Fax Service
Attach... Document2.tif (8 KB)
Fax
To: John Smith
Fax:
Phone:
From: Jane Doe
Fax:
Phone:
Date: 4/12/2007
Subject: This is the Project Summary Meeting details
Comments:

5. Click Send. Your document will be faxed to its destination, using MyFax.

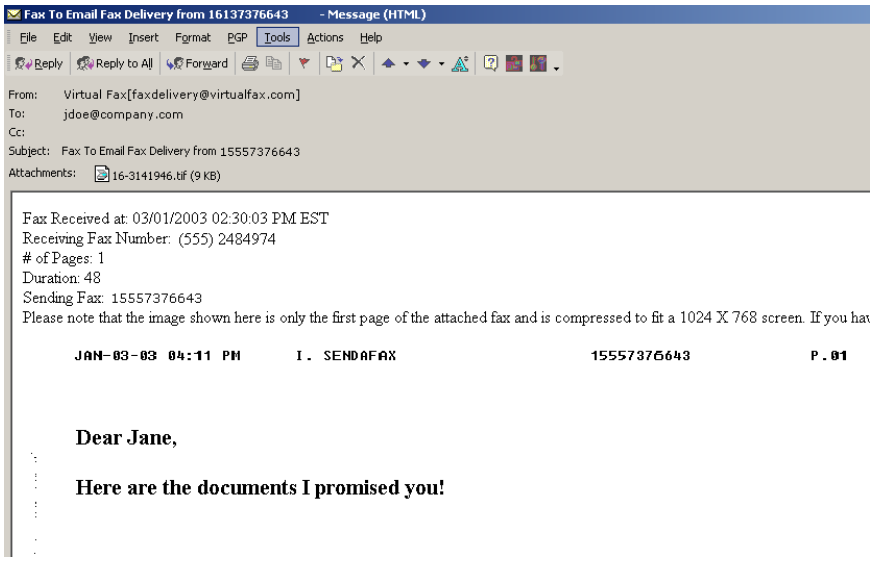
Note: *For further help on using Microsoft Office to send faxes, please consult the Microsoft Office documentation and help files.*

Receiving Faxes

As we saw at the beginning of this document, receiving a fax is even easier than sending one, when you use MyFax through your email account.

1. All faxes sent to your personal fax number arrive in your existing email account in the form of a PDF or TIFF attachment. See Administering your MyFax Account in this document to learn how to select the file attachment type that you want. For easy reference, the filename of the attachment contains the CSID of the sending fax machine, the date the fax was received, and a unique identifier for the fax.

The first page of the fax also appears as an in-line image in the email body, for quick reference.


Fax To Email Fax Delivery from 16137376643 - Message (HTML)
File Edit View Insert Format PGP Tools Actions Help
Reply Reply to All Forward
From: Virtual Fax[faxdelivery@virtualfax.com]
To: jdoe@company.com
Cc:
Subject: Fax To Email Fax Delivery from 15557376643
Attachments: 16-3141946.tif (9 KB)
Fax Received at: 03/01/2003 02:30:03 PM EST
Receiving Fax Number: (555) 2484974
# of Pages: 1
Duration: 48
Sending Fax: 15557376643
Please note that the image shown here is only the first page of the attached fax and is compressed to fit a 1024 X 768 screen. If you hav
JAN-03-03 04:11 PM I. SENDAFAX 15557376643 P.01
Dear Jane,
Here are the documents I promised you!

2. Double-click on the attachment to open it.

   The attachment opens in your image viewing software, where you can read it or print it as a hard copy for your records.

   Setting Receive Preferences

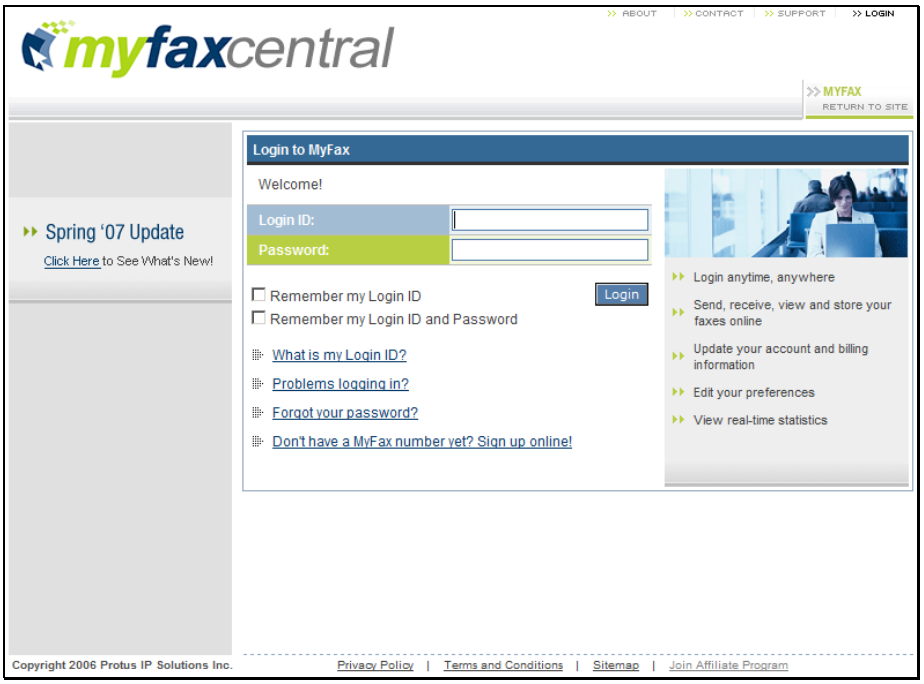
   You can set the following preferences for receiving faxes in your MyFax Account:

   - The delivery options determining how your fax is received.
   - The email address at which the fax is received.
   - The storage options indicating how long received faxes are kept.

   For more information about setting these preferences, see Administering your MyFax Account in this document.

MyFaxCentral: MyFax on the Web

You can access MyFax through your web browser by going to MyFaxCentral, located at https://secure.myfax.com/login.aspx. This is the same web site you accessed to set up your MyFax Account. You might want to bookmark this handy site, as the more you use MyFax, the more you will be accessing it!



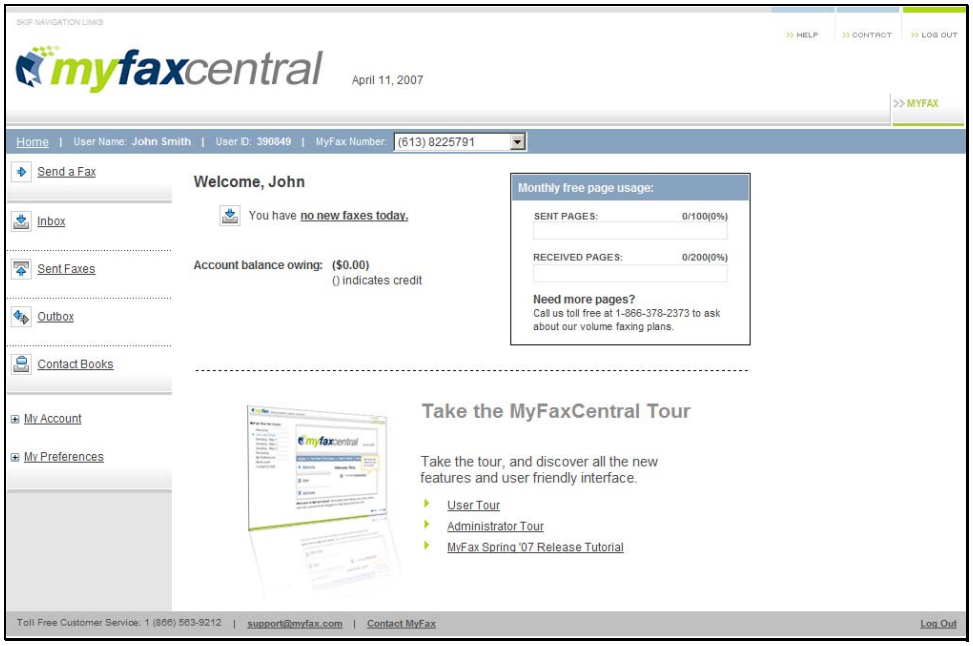
You are prompted to enter your Login ID, and your Password. You can use your email address, your account number, or even your fax number as your Login ID.

You can even set your login preferences so that your Login ID is remembered for the next time you login. If you set your preference to remember your Login ID, you will still need to enter your password in order to access MyFaxCentral.

If you choose to remember both your Login ID and Password, then you will be taken directly into MyFaxCentral the next time you go to login. You don't need to type anything. If you ever want to change this setting, just click Logout from MyFaxCentral to be returned to the login screen.

Note: *MyFax uses cookies to keep track of the remembered Login ID and Password. If you are using a shared computer or a computer in a public area, it is not recommended to use the remember Login ID or Password settings. If you do so, you risk unauthorized people gaining access to your MyFax account. You should only use these features on a computer that you control the access to.*

Once you have logged in, you are at your personal MyFaxCentral, as shown below:


myfaxcentral
April 11, 2007
>> HELP
>> CONTACT
>> LOG OUT
>> MYFAX
Home | User Name: John Smith | User ID: 390849 | MyFax Number: (613) 8225791
Send a Fax
Inbox
Sent Faxes
Outbox
Contact Books
My Account
My Preferences
Welcome, John
You have no new faxes today.
Account balance owing: ($0.00)
() indicates credit
Monthly free page usage:
SENT PAGES: 0/100(0%)
RECEIVED PAGES: 0/200(0%)
Need more pages?
Call us toll free at 1-866-378-2373 to ask about our volume faxing plans.
Take the MyFaxCentral Tour
Take the tour, and discover all the new features and user friendly interface.
User Tour
Administrator Tour
MyFax Spring '07 Release Tutorial
Toll Free Customer Service: 1 (866) 563-9212 | support@myfax.com | Contact MyFax
Log Out

The top area contains static buttons and links that appear on most MyFax pages. This includes the following **Links**:

- **Help** – Takes you to frequently asked questions, an instructive knowledge base, and other tools to aid you.
- **Contact** – Displays the Support Contact Information screen, including how to contact MyFax support.
- **Logout** – Logs you out and returns you to the Login screen

The top area also includes tabs corresponding to the different services available through this web page. The MyFax tab selects the pages and sidebar menus corresponding to the MyFax service. The Fax Broadcasting tab selects the pages and sidebar menus corresponding to the Fax Broadcast service. The Voice Broadcasting tab selects the pages and sidebar menus corresponding to the Voice Broadcast service. You see only the tabs for the services to which you are subscribed.

The top area contains an Information Bar that provides basic account information and quick access to specific functionalities related to the service you are using. The Information bar contains the Home link, which when clicked returns you directly to a logged in MyFaxCentral. You also find your name, userid, and fax number in the information bar. If you have more than one fax number associated with your account, the fax number acts as a drop down menu. When you select one of your fax numbers, you have access to information related to that fax number only.

The Side Area contains the **side-bar menu** that provides an easy path to all MyFax functions. This menu has two-layers - the second layer items are shown when the first layer item is selected. Items that have no second layer take you directly to the corresponding functionality.

The Bottom Area provides the MyFax support number, as well as the support email address, and the Support Contact Information screen. You can also choose the Log Out option from the bottom area to log out of your MyFax session.

The Body Area is where the main business of MyFax takes place. When you first log in, you see a Welcome banner and information about your MyFax usage.

This area shows your Home Page when you first log into MyFax. As you access your Inbox, Outbox, and Sent items, you see these pages displayed in the Body Area. This is also where your Preferences are displayed when you are administering your account.

Note that anywhere a date and time is displayed in any of the Inbox, Outbox or Sent Faxes pages, that the time is displayed in the time zone that is currently selected in the Online Time Zone Setting (see User Profile settings for more details).

Sending a fax – quick start

Sending a fax with MyFaxCentral is fast and easy. Let's look at a common scenario: You need to send a fax that you have on your computer as a Microsoft Word document to one recipient.

1. Click on the **Send a Fax** link on MyFaxCentral. You are taken to the **Send a Fax** page.
2. Fill in the Name and Fax Number of the recipient in the boxes provided. Click **Add** to enter the recipient information.
3. Attach the document you wish to send by clicking **Browse**, and locating and selecting it from your computer.
4. Click **Send**. That's it. Your fax is being submitted to the MyFax system for delivery. You will receive a confirmation email when it has been delivered, or you can check online by looking in the Outbox or Sent Faxes pages.

Sending a fax – details

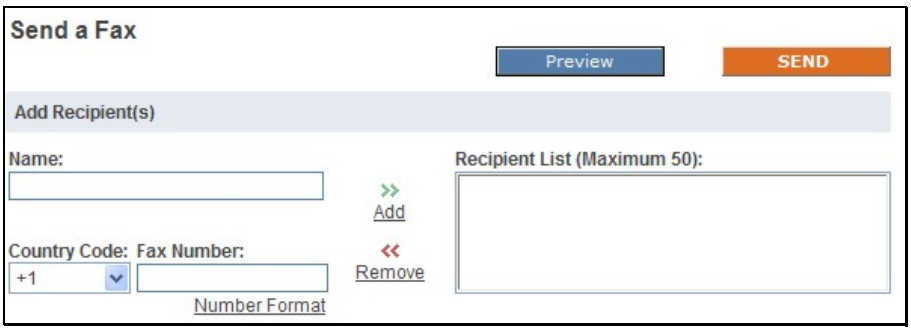
Note: *These instructions assume that you have not set a default country code for sending faxes (the Country Code drop-down list says "None"). For details on how to set and use a default country code, see Appendix B: Using Country Codes.*

Adding Recipients

You can add recipients in three ways: Entering them manually online, uploading a contact list from your computer, or picking from a contact book. You can add up to a total of 50 recipients per fax submission.

To add recipients manually:

1. Enter the **Name** and **Fax Number** in the boxes provided. Be sure to include the country code at the beginning of the fax number. Click on the **Number Format** link for details.



2. Click **Add** to add this person to the **Recipient's List.**
3. Repeat as needed, if you are faxing the same document to more than one recipient.
4. If you need to take someone off the Recipient List, highlight the recipient by clicking on the entry, and click **Remove**.

To upload a contact list:

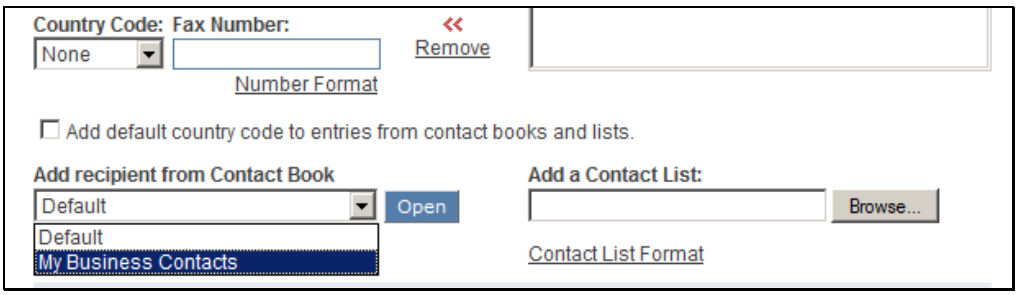
1. Click on the **Browse** button to locate and select a Contact List from your computer.

   Contact lists or recipient lists can be created and edited as a ".TXT" file in any text editor such as Notepad. These lists can also be created or edited as a comma-separated values (CSV) file in a spreadsheet application such as Microsoft® Excel.

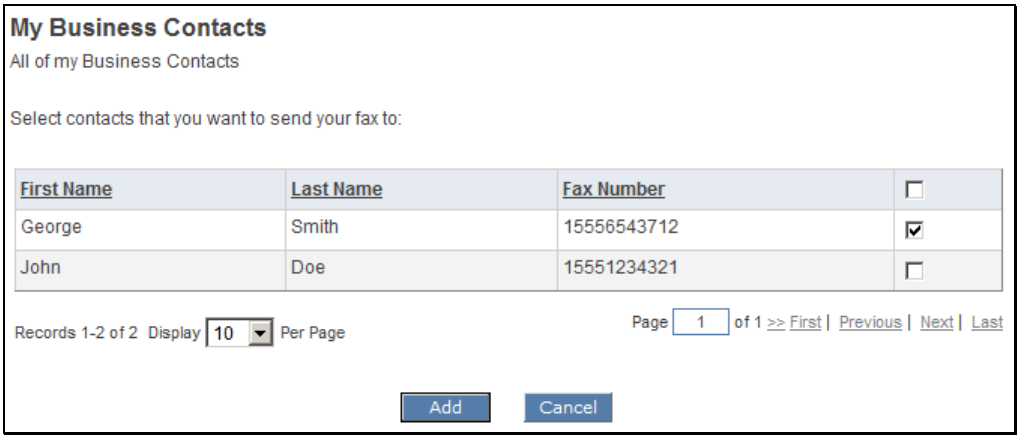
   Make sure that the list is in the correct format (click on the **Contact List Format** link for details).

To pick recipients from a Contact Book:

1. Select the Contact Book you want to use from the drop-down list, and click **Open**.



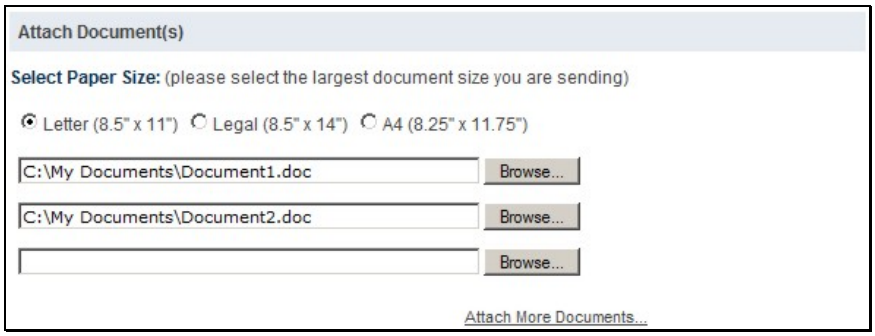
2. Click the checkbox beside each contact you wish to send to, and then click **Add**. All of the selected contacts will be added to the Recipient List.



3. You can repeat this process with your other Contact Books, until you have selected all of your recipients. Note the maximum of 50 recipients per submission.

Attaching Documents

1. First make sure that the paper size selected matches the paper size of the document(s) you are faxing, by clicking the appropriate radio button. Note that all documents in the same submission will be sent at the selected paper size.
2. Click the **Browse** button to find and then attach your document.
3. There is space provided for up to three documents. If you need to attach more than three documents, click the **Attach More Documents…** link, and the page will adjust to provide space for up to nine documents.



Setting Options and Adding a Cover Page

You can also add a cover page to your fax, and set options for billing code, and delivery schedule. Access these options by clicking on **Show Options** on the Options | Cover Page title bar.

To set your cover page:

1. Enter the name you wish to show as the sender of the fax, in the **From Name** box. This could be your name, your company's name, or both. Note that this name can be entered as a default setting in Send Preferences.
2. Choose a cover page by making a selection from the drop-down menu. You can preview the selected cover page by clicking on **Preview**. If you always use the same cover page, a default cover page can be selected in Send Preferences.
3. Enter a subject line in the **Cover Page Subject** box.
4. Clicking in the boxes, select any Cover Page Status Flags that you want to attach to the fax. This will mark the corresponding boxes on the cover page. The status flags you can select are as follows:
   - Urgent – the fax is urgent and should be read immediately.
   - Review – the fax contains material to be reviewed by the recipients.
   - Info – the fax is informational only.
   - Comment – the fax is a comment on a previously sent document
   - Reply – you wish the recipient to reply to the fax.
5. In the **Message** box**,** enter the text of any message you want to include in the cover page notes section.

To set a billing code:

1. Enter the billing code you wish to use in the Billing Code box. Entering a Billing Code is optional. Billing codes are used for reporting and are commonly used to track charges to clients. Billing codes:
   - are alphanumeric characters
   - can be up to 128 characters in length
   - appear only in reports, and not in the fax itself.

   For more information about Billing Codes, click on the "**What's a billing code?**" link.

To set a delivery schedule:

You can select a start and end time to control the delivery of your fax. This is used typically when you want to submit a fax now, but you don't want it delivered until sometime later in the day. Times are shown in the 24 hour clock format, in the time zone currently selected in the Online Time Zone Setting.

1. Select the start hour in the first drop-down list. Your fax will be held and not delivered before this time.
2. Select the end hour in the second drop-down list. If your fax is still undelivered by this time, for any reason, you can be assured that it will not be sent after the time specified here. Instead, it will wait to be delivered until the next day after the start time specified.

Previewing your Fax

Click on the **Preview** button if you wish to see a preview of your fax before sending it. This allows you to confirm the appearance of the fax before actually sending it.
***Note**: You must have Adobe Acrobat Reader installed in order to view the previewed image of the fax.*

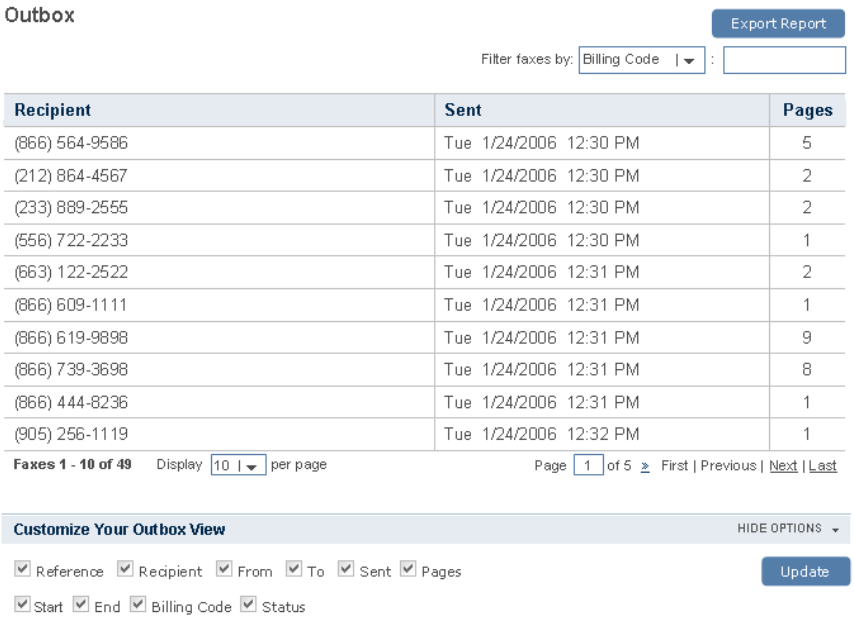
Sending Your Fax

Click **Send** to submit your fax. Once your fax is submitted, a processing screen is displayed advising you of your reference number. This reference number appears in the on-line reports and confirmation emails.
***Note**: A success/fail confirmation report is automatically sent to you by email. You can also use the online web reporting feature to get a detailed report of faxes in progress or your fax history for specific days or an entire month.*

Using the Outbox – How to view fax delivery progress

Once you click the **SEND** button, MyFax begins to process your fax. As the fax is being processed, it is placed in your Outbox. Any fax that appears in your Outbox is still being processed and has not yet finished being sent. To view faxes that are still in progress, perform the following steps:

1. If you are not logged in, go to My Fax Central and enter your User ID and password.
2. Select **Outbox**. Any item listed in the Outbox is still being processed. Once it is finished processing, it moves to the **Sent Faxes** box.


Outbox
Export Report
Filter faxes by: Billing Code
Recipient
Sent
Pages
(866) 564-9586 Tue 1/24/2006 12:30 PM 5
(212) 864-4567 Tue 1/24/2006 12:30 PM 2
(233) 889-2555 Tue 1/24/2006 12:30 PM 2
(556) 722-2233 Tue 1/24/2006 12:30 PM 1
(663) 122-2522 Tue 1/24/2006 12:31 PM 2
(866) 609-1111 Tue 1/24/2006 12:31 PM 1
(866) 619-9898 Tue 1/24/2006 12:31 PM 9
(866) 739-3698 Tue 1/24/2006 12:31 PM 8
(866) 444-8236 Tue 1/24/2006 12:31 PM 1
(905) 256-1119 Tue 1/24/2006 12:32 PM 1
Faxes 1 - 10 of 49 Display 10 per page
Page 1 of 5 First | Previous | Next | Last
Customize Your Outbox View
HIDE OPTIONS
Reference Recipient From To Sent Pages
Start End Billing Code Status
Update

Note: This image shows only the body portion of the **Outbox** screen.

Sent Faxes – Viewing your sent fax history

If you want to see the faxes that have completed processing and been sent, perform the following steps:

1. If you are not logged in, go to MyFaxCentral and enter your User ID and password.
2. Select Sent Faxes. All sent faxes appear in this list identified by fax number.

Sent Faxes
Resend
Download Fax
Delete Fax
Export Report
From: Oct 01, 2007 To: Nov 01, 2007
Filter: Fax Number
Search
Reference Recipient Sent Delivered Pages Start Status View
123266330 15551234567 Oct 29, 2007 10:35:06 AM 1 0 Failed-Unknown Country Code View
123262394 16138525014 Oct 29, 2007 10:09:47 AM 1 0 Failed-Invalid Response View
Faxes 1-2 of 2 Display 10 per page
Page 1 of 1 >> First | Previous | Next | Last
Customize Your Sent Faxes View
SHOW OPTIONS

Note: This image shows only the Body portion of the Sent Faxes screen.

Resending a Previously Sent Fax

You can resend a fax to the same destination that you previously sent it to. This is useful in those cases when the fax wasn't successfully sent the first time (the receiving fax machine may have been busy), or when the recipient has lost the fax and wants it to be sent again.

Instead of having to upload the document and re-enter the contact information, all you need to do is:

1. Go to Sent Faxes in MyFaxCentral and locate the fax to resend.
2. Select the fax you wish to resend by checking its selection box.
3. Click **Resend.** The fax will be resent to the same destination as previously.

***Note**: Faxes that were sent prior to the Fall '07 release will not have been saved, and will be unavailable.*

Downloading a Previously Sent Fax

You can download the TIF image of any previously sent fax that has been saved in your Sent Faxes.

1. Go to Sent Faxes in MyFaxCentral and locate the fax to download.
2. Select the fax you wish to download by checking its selection box.
3. Click **Download**. The fax will be downloaded if it is available.

***Note**: Faxes that were sent prior to the Fall '07 release will not have been saved, and will be unavailable.*

Viewing a Previously Sent Fax

You can view online any previously sent fax that has been saved in your Sent Faxes.

1. Go to Sent Faxes in MyfaxCentral and locate the fax to view.
2. Click on the **View** link for the fax.

***Note**: Faxes that were sent prior to the Fall '07 release will not have been saved, and will be unavailable.*

Inbox - Receiving a fax using MyFaxCentral

You can use MyFaxCentral to look at faxes that have been sent to you.

1. From the Home Page, select **Inbox**. You will see the **Inbox** page.

Once in your Inbox, you can see the sender, the date and the time that the fax was received, and the number of pages contained in the fax. Your faxes are listed 10 per page, with **Previous** and **Next** links available to move from page to page.

Any fax that appears in **bold** has not yet been viewed. Once you have viewed a fax, it appears in normal text.

2. Click on **View** to view the fax.

***Note**: Faxes are available through the web for 366 days (from the day they are received) before they are removed. You can set the storage period to anything from 0 to 366 days in your receive Preferences.*

Downloading Faxes from your Inbox

1. Select the check boxes next to the faxes you wish to download. Downloading will copy the faxes to your computer
2. Click **Download Fax**.
3. Navigate to the place on your computer where you wish the faxes to be saved.
4. Click **Save** to save the faxes.
5. If you downloaded more than one fax at once, the individual fax files will be contained in a single zip file, whose name consists of your User ID followed by the date and time (EST) that the file was downloaded.
6. For easy reference, the filename of each fax contains the CSID of the sending fax machine, the date the fax was received, and a unique identifier for the fax.

Deleting Faxes from your Inbox

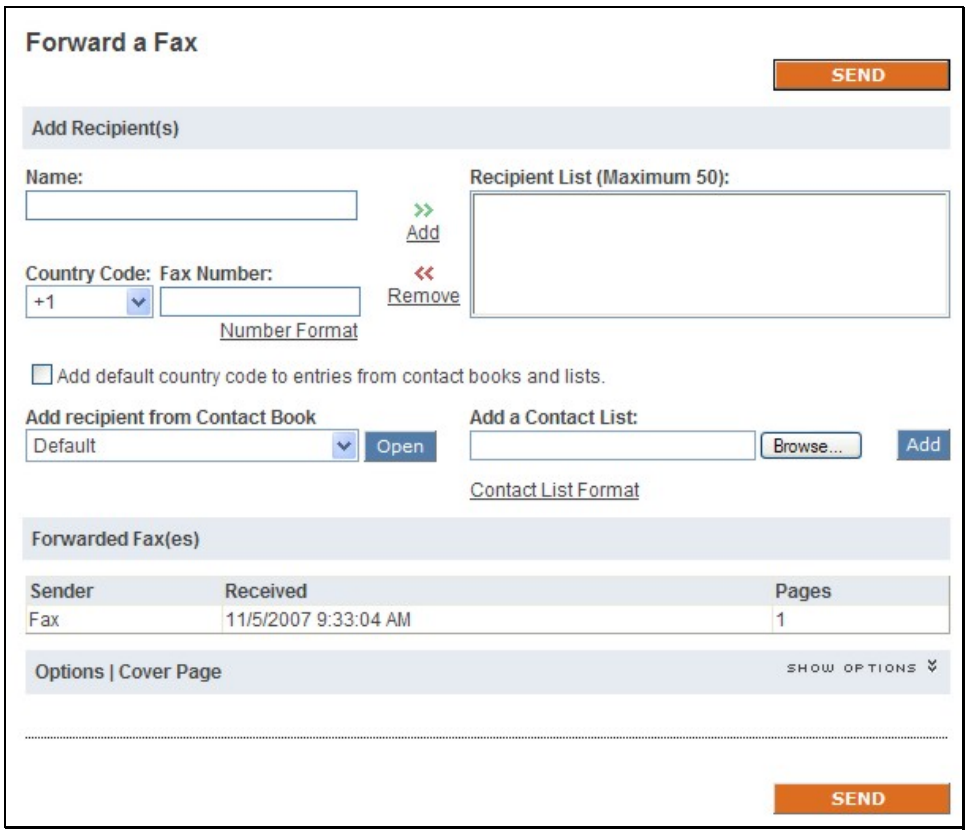
1. Select the check boxes next to the faxes you wish to delete.
2. Click **Delete Fax**.

***Note**: Once faxes are deleted, they are gone and cannot be retrieved later.*

Forwarding Received Faxes to another Destination

You can forward received faxes to other fax destinations. This can be useful when you wish to share a fax with someone else. If you are viewing a fax on a mobile device and need to print it out, you can forward it to a nearby fax machine.

1. Select the check boxes next to the faxes you wish to forward.
2. Click **Forward**.
3. The Forward a Fax Window opens, with all of the same Recipient Capabilities as the Send a Fax page.



4. Enter the Recipient information. No documents need to be selected, as the Forwarded faxes are already listed.
5. Select any other options, including Cover Page, if desired.
6. Click **Send**.

Creating a Fax Report

1. Click the **Export Report** button.
2. You are prompted to save an Excel spreadsheet with details about the faxes contained in your Inbox.
3. Click **Save** and choose a location to save the report.

Marking Faxes as Junk

MyFax now gives you a way to report junk faxes. Myfax collects statistics about the senders you have reported as sending junk faxes to help determine how junk faxes may best be dealt with in the future.

1. Select the check boxes next to the faxes you wish to designate as junk faxes.
2. Click **Junk**. The designated faxes are now marked as Junk Faxes. If you have the Junk Fax column in your Inbox display, you can quickly locate these faxes, by the check mark in the Junk Fax column.

Note: *Designating a fax as Junk does not delete it. To delete a fax, follow the instructions provided above.*

Unmarking Faxes Previously Marked as Junk

If you have previously marked a fax as a junk fax, and wish to change that designation, simply follow the same procedure used to mark it.

1. Select the check boxes next to the faxes to wish to unmark as junk faxes.
2. Click **Junk**. Faxes previously designated as junk faxes will now have that designation removed.

Automatically Identifying New Faxes as Junk

MyFax now provides a means to automatically identify new inbound faxes as Junk. For more details see **My Preferences, Receive Preferences, Junk Fax Options**.

My Account - MyFax Account Administration

The settings under the **My Account** link are available only to MyFax Account Administrators. If this is your personal MyFax Account, you are the MyFax Account Administrator.

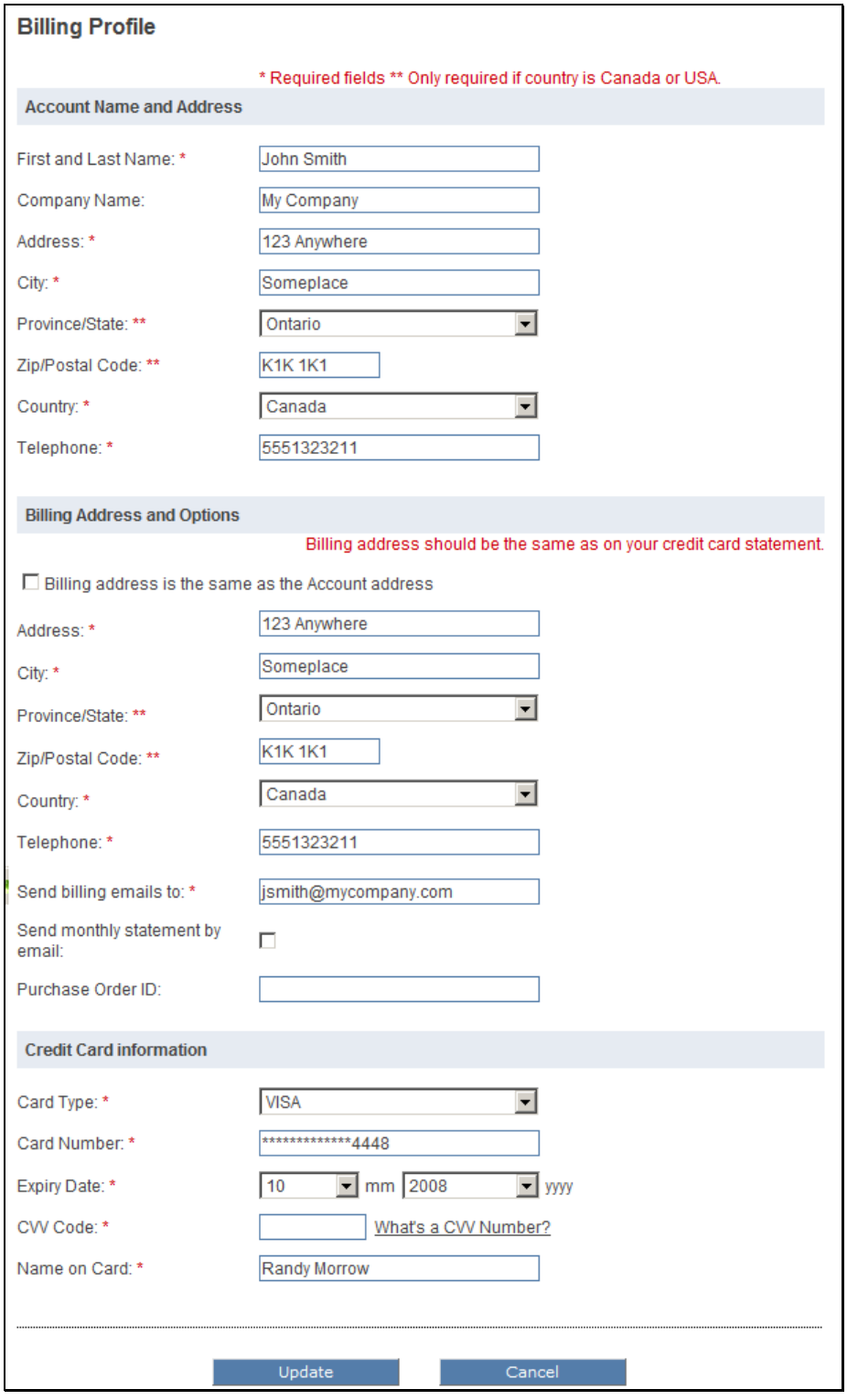
This menu contains the following options:

- Billing Profile
- Account Statement
- Account Activity Reports
- User Administration

An administrator can change all these options for any user for which he or she acts as administrator.

Billing Profile

The Billing Profile form enables you to update or change the Account Name and Address, Billing Address, Credit Card Information, or Billing Options as shown below.


Billing Profile
* Required fields ** Only required if country is Canada or USA.
Account Name and Address
First and Last Name: * John Smith
Company Name: My Company
Address: * 123 Anywhere
City: * Someplace
Province/State: ** Ontario
Zip/Postal Code: ** K1K 1K1
Country: * Canada
Telephone: * 5551323211
Billing Address and Options
Billing address should be the same as on your credit card statement.
Billing address is the same as the Account address
Address: * 123 Anywhere
City: * Someplace
Province/State: ** Ontario
Zip/Postal Code: ** K1K 1K1
Country: * Canada
Telephone: * 5551323211
Send billing emails to: * jsmith@mycompany.com
Send monthly statement by email:
Purchase Order ID:
Credit Card information
Card Type: * VISA
Card Number: * **********4448
Expiry Date: * 10 mm 2008 yyyy
CVV Code: * What's a CVV Number?
Name on Card: * Randy Morrow
Update
Cancel

Fields that must be filled in are marked with a red asterisk (*). Fields that are marked with a double asterisk (**) must be filled in if your account is registered in either Canada or the United States.

If your Billing Address is the same as your Account Address, simply click the designated checkbox, and your Account Address information will be copied to your Billing Address information. If you make changes to your Billing Address, you may be required to reenter your credit card information for re-validation.

Note that you must enter the CVV number associated with the credit card being used to pay the MyFax account. If you are unsure of where to locate the CVV number, you can click on **What's a CVV number?** to help you find it.

Note: *You must click the Update button for any changes to be saved.*

Account Statement/Invoice

The Account Statement form displays your account statement if you have a pre-paid account or your Account Invoice if you do not have a pre-paid account.

Click **Generate Statement** to create an updated Account Statement.

The Account Statement outlines the charges you incurred in the previous billing period, along with the charges incurred during the current billing period. Your total current charges are shown at the bottom of the statement. If you have any questions or concerns about your account statement, you can find the contact information for the billing department at MyFax at the bottom of the screen.

Account Activity Reports

The Account Activity Reports form enables you to view a summary of usage on your MyFax account. You can select a billing month, up to one year ago, for which to view usage. You can select to view usage for all account users, or a specific account user. You can also filter on Billing Code, if you have grouped your account users by Billing Code, using the Fixed Billing Code option in User Administration (see the Myfax User Administration Guide for details.)

User Administration

A MyFax account can have more than one user. The User Administrator controls the creation and deletion of users in the account, and also how the user access the MyFax account. See the MyFaxCentral User Administration Guide for detailed instructions.

My Preferences – MyFax User Preferences

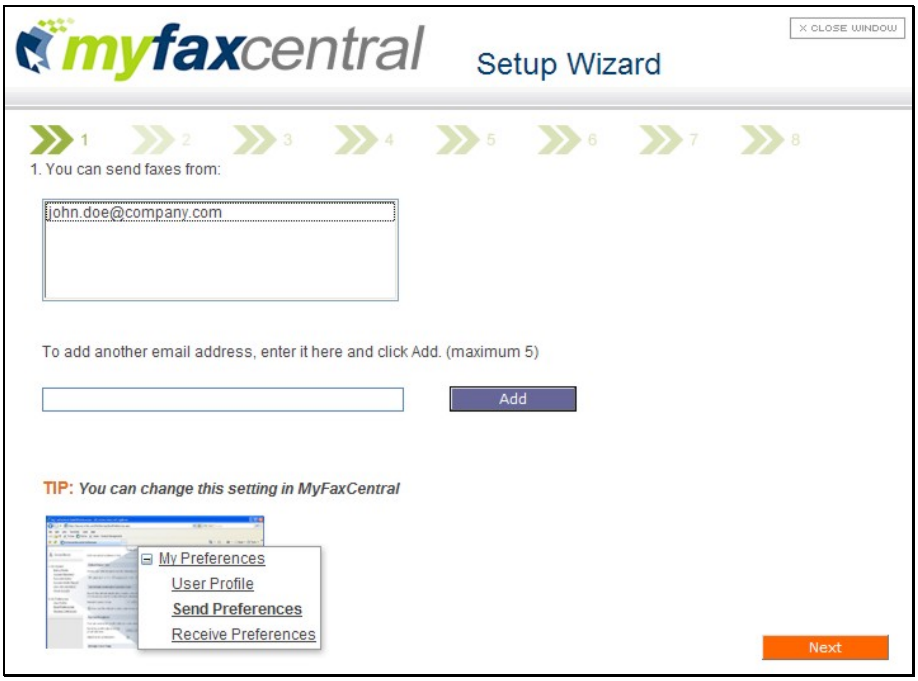
You can change the following settings for your own MyFax account using the options under the My Preferences link:

- User Profile
- Send Preferences
- Receive Preferences

Setup Wizard

MyFax provides an account setup wizard that puts the most common settings found in My Preferences all in one place that you can run at any time by clicking **Setup Wizard** in the menu. For more detailed settings, please go to the appropriate User Profile, Send Preferences, and Receive Preferences pages.

***Note**: The Setup Wizard will also start automatically the first time you log into MyFaxCentral.*

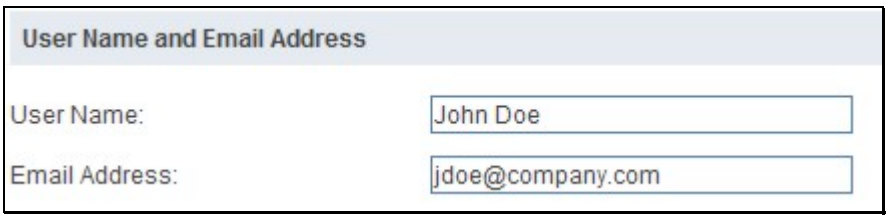


User Profile

The **User Profile** page allows you to view and change general settings in your MyFax account.

User Name and Email Address

You can change your user name and primary email address. Your primary email address is the first email address in the list of addresses that you can send faxes from. It is also the email address that important system messages will be sent to.



Change Password

Here, you can change your MyFax password. Note that you must enter your current password in order to change it. This is to help you protect your account should you accidentally leave it unattended while you are logged in. Always remember to close your browser or log out before leaving your computer, especially if you use a computer in a public location.

***Note**: There are specific guidelines for the creation of passwords. These guidelines help to protect the security of your password. Follow the link to find out more about these guidelines when changing your MyFax password.*

Change Password
To help protect your account better, all new passwords must follow specific security guidelines. Click here to view these guidelines now.
Current Password:
New Password:
Retype New Password:

News and Updates

You can also choose to receive important news and updates from MyFax by clicking the box next to that option. Also, if you want to receive training communications from MyFax, you can click the box next to that option. If you selected one or both of these options previously and wish to stop receiving the selected information, you can unclick the appropriate box.

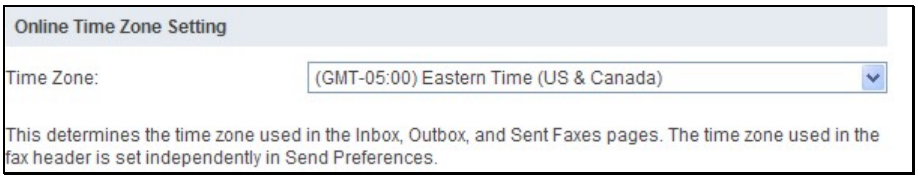
News and Updates
Receive important news and updates from MyFax on new product features, pricing and offers.
Receive training communications from MyFax.

Online Time Zone Setting

The time zone selected here will be used wherever a date and/or time is displayed in the Inbox, Outbox and Send Faxes pages, as well as the time zone used by the Delivery Schedule hours on the Send a Fax page. This time zone will also be used in any fax confirmations sent by email.

The GMT (Greenwich Mean Time) offset in the time zone drop-down list is always shown in Standard Time, but will automatically be adjusted for Daylight Savings Time if necessary when it is displayed.

Note that this setting has no impact on the time zone used in the header line of sent faxes. To change that setting, refer to Send Preferences.


Online Time Zone Setting
Time Zone:
(GMT-05:00) Eastern Time (US & Canada)
This determines the time zone used in the Inbox, Outbox, and Sent Faxes pages. The time zone used in the fax header is set independently in Send Preferences.

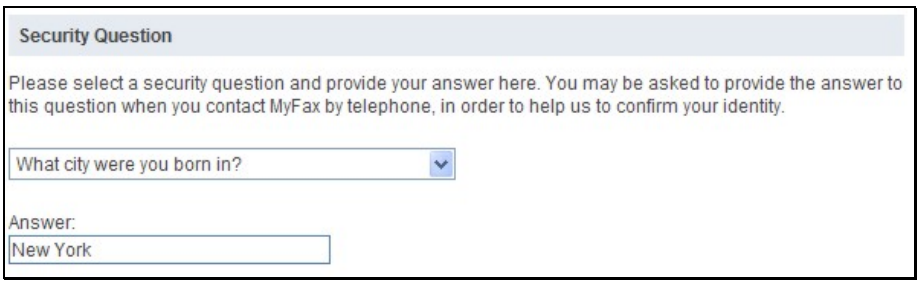
SMS Mobile Device Settings

You can have MyFax send notifications of you received faxes and delivery notifications of you sent faxes to your mobile device over SMS. To do so, start off by entering the details of your mobile provider and mobile number here. Then turn on or off SMS notifications in your Send Preferences and Receive Preferences.

SMS Mobile Device Settings
Entering your mobile device (cell phone, etc.) number here will let you receive SMS text notifications of sent and received faxes.
Mobile Provider Country:
United States
Mobile Provider Name:
7-11 Speakout (GSM USA)
Mobile Number:
Go to Send Preferences or Receive Preferences to enable sending SMS notifications.

Security Question

For your security, MyFax now asks that you choose a security question and type in your answer in the box provided. The next time you need to contact billing or support by telephone, you will be asked the question you selected, and your answer will be used to validate your identity. Please ensure that you have selected a question and answer and saved it to your user profile at your earliest convenience, if you have not already done so.

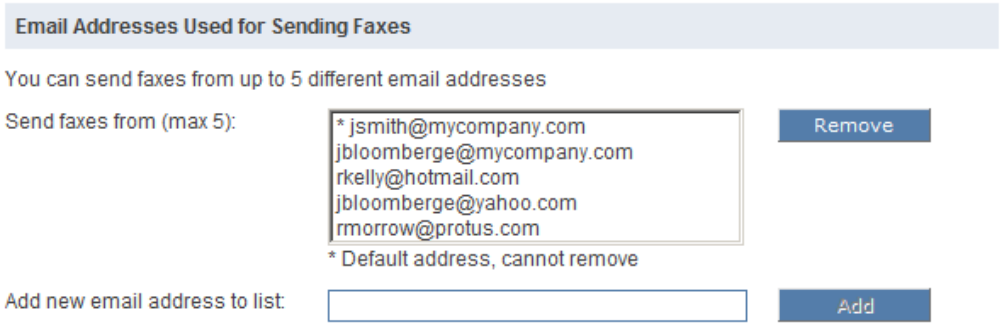

Security Question
Please select a security question and provide your answer here. You may be asked to provide the answer to this question when you contact MyFax by telephone, in order to help us to confirm your identity.
What city were you born in?
Answer:
New York

Send Preferences

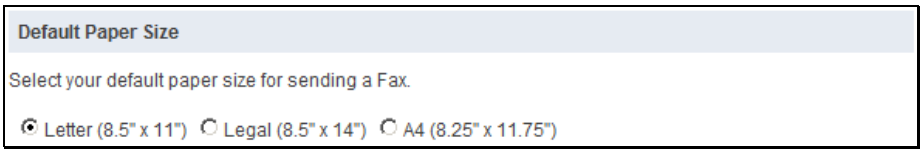
On the **Send Preferences** Page (click on **My Preferences**, **Send Preferences**), you can view and change the settings that have to do with sending a fax.

Email Addresses Used for Sending Faxes

You can indicate up to five email addresses from which a user can send a fax. To remove an email address, click on the email address to be removed, and click the **Remove** button. To add an email address, enter the address in the box and click the **Add** button.



Default Paper Size

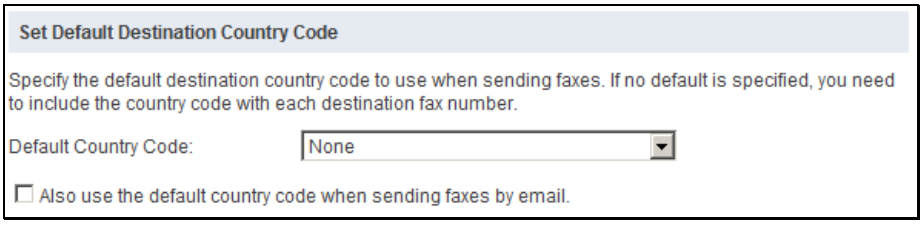


Set Default Destination Country Code

If you usually send faxes to destinations within the same country, you can save the country code for that country by selecting it from the drop-down list, and clicking **Update**. Once you have saved a default country code, you no longer need to type the country code when entering a fax number for that country.

If you have saved a default country code, you can also check the box to independently select whether that default country code should be used when sending faxes by email.

For complete details on using a default country code, see Appendix B: Using Country Codes.


Set Default Destination Country Code
Specify the default destination country code to use when sending faxes. If no default is specified, you need to include the country code with each destination fax number.
Default Country Code:
None
Also use the default country code when sending faxes by email.

Fax Confirmations

You can indicate the email address to which you would like confirmations of fax delivery (be they successful or not) sent. You can also choose to have a copy of the fax document attached to the confirmation email as a TIF attachment. This can be useful in helping to keep track of what faxes were successfully sent.

You can also choose whether to receive confirmations of successful faxes, confirmations of failed faxes, both, or no confirmations at all.

If you have set up a mobile device to receive SMS notifications on (see User Profile), you can select here whether to receive fax delivery confirmations on it.

Fax Confirmations
You can receive fax confirmations in your email. Confirmations are sent each time you send a fax.
Send fax confirmations to this email address:
jdoe@company.com
Send Fax Delivery Confirmations by email:
Success Failure Both Off
Send Fax Delivery Confirmations by SMS:
Success Failure Both Off

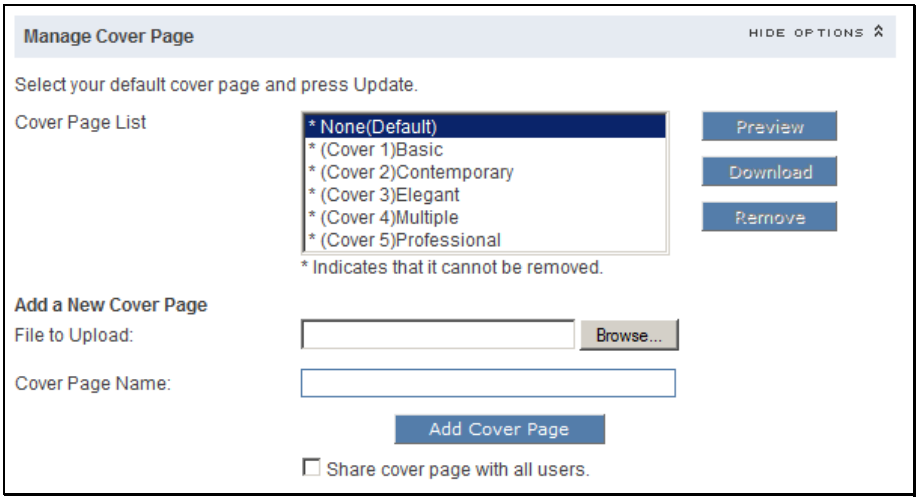
Manage Cover Page

You can designate a default cover page in the Manage Cover Page section. You can choose to use a default cover page provided by MyFax. There are five to choose from:

- Basic
- Contemporary
- Elegant
- Multiple
- Professional

You can preview the cover page, download it to your computer, or remove the default cover page by selecting the appropriate button.

Alternatively, you can add a cover page to the list that you have created. Use the Add New Cover Page section to accomplish this task. Indicate the file to be uploaded (use the browse button to locate it on your computer). You can also give the Cover Page a unique name.



Fax Header

You can designate the name to appear in the From section of your fax headers.

You can also change the time zone used by the date and time stamp on the fax header. Select the time zone you wish to use from the drop-down list.

The GMT (Greenwich Mean Time) offset in the time zone drop-down list is always shown in Standard Time, but will automatically be adjusted for Daylight Savings Time if necessary when it is displayed.

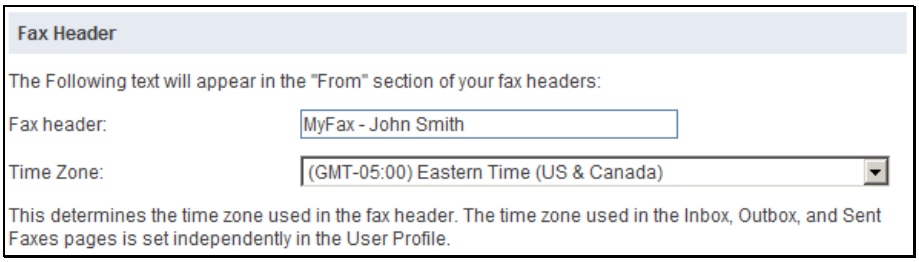
For example, suppose that the time zone selected in Send Preferences is:

(GMT-05:00) Eastern Time (US & Canada)

If a fax is sent at 3:00 Eastern Time (during Standard Time), then the time displayed in the fax header will be shown as 3:00 GMT-5:00.

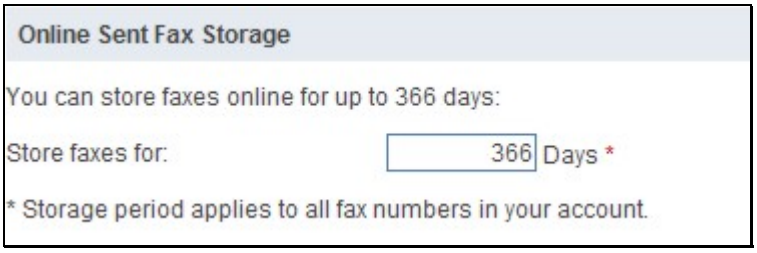
If a fax is sent at 3:00 Eastern Time (during Daylight Savings Time), then the time displayed in the fax header will be shown as 3:00 GMT-4:00

Note that this has no impact on the time zone used by the MyFaxCentral Inbox, Outbox, Sent Faxes, or fax confirmations sent by email. To change the time zone for those, refer to Online Time Zone Setting in User Preferences.


Fax Header
The Following text will appear in the "From" section of your fax headers:
Fax header:
MyFax - John Smith
Time Zone:
(GMT-05:00) Eastern Time (US & Canada)
This determines the time zone used in the fax header. The time zone used in the Inbox, Outbox, and Sent Faxes pages is set independently in the User Profile.

Online Sent Fax Storage

MyFax now has the capability to save faxes that you send for up to 366 days. You can change this setting if you wish to save faxes for less time. Setting this to 0 will stop saving sent faxes.

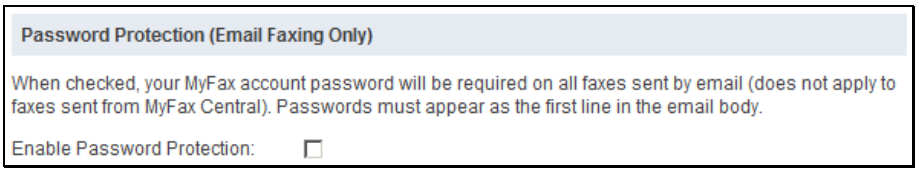

Online Sent Fax Storage
You can store faxes online for up to 366 days:
Store faxes for:
366
Days *
* Storage period applies to all fax numbers in your account.

Password Protection (Email Faxing Only)

Finally, you can use the Password Protection section to password protect your faxes. If this option is selected, you must enter your MyFax account password when sending faxes sent by email. The only exception is faxes sent from MyFaxCentral. Passwords must appear as the first line in the email body.

If you want to enable this security feature, check the box.

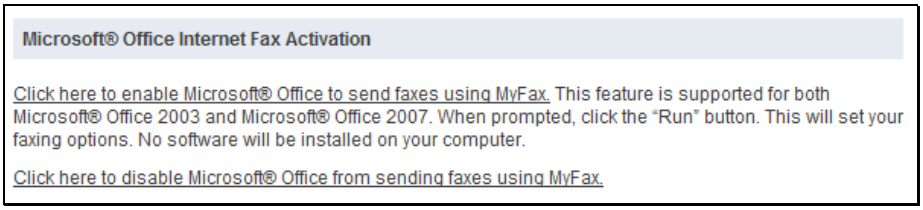
Note: This option applies only to faxes sent using email. It does not apply to faxes sent using MyFaxCentral.


Password Protection (Email Faxing Only)
When checked, your MyFax account password will be required on all faxes sent by email (does not apply to faxes sent from MyFax Central). Passwords must appear as the first line in the email body.
Enable Password Protection:

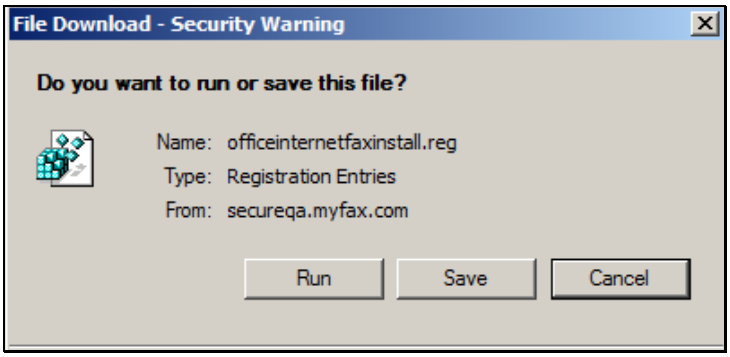
Microsoft Office Internet Fax Activation

If you want to use MyFax to fax directly from Microsoft Office 2003 or 2007 applications, and you have not yet completed the activation process, please follow these steps.

1. Login to MyFax Central using your Login ID and Password.
2. Click on My Preferences, Send Preferences.
3. At the bottom of the Send Preferences page, click on the link Click here to enable Microsoft Office to send faxes using MyFax.

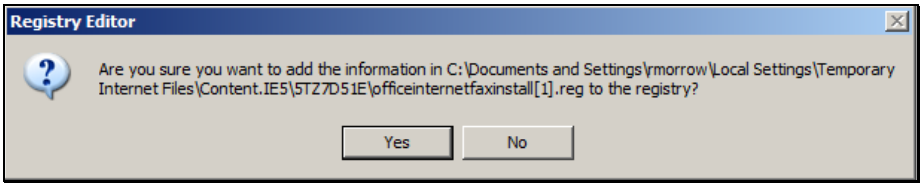

Microsoft® Office Internet Fax Activation
Click here to enable Microsoft® Office to send faxes using MyFax. This feature is supported for both Microsoft® Office 2003 and Microsoft® Office 2007. When prompted, click the "Run" button. This will set your faxing options. No software will be installed on your computer.
Click here to disable Microsoft® Office from sending faxes using MyFax.

4. A pop-up will appear, asking "Do you want to run or save this file?"



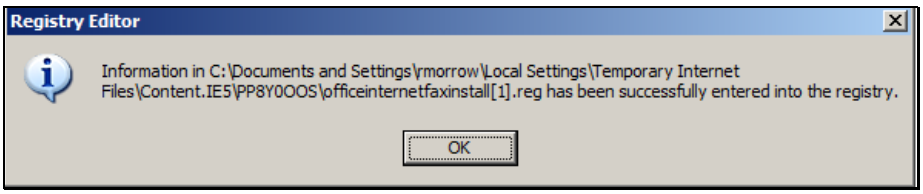
Click Run.

5. A second pop-up will appear.


Registry Editor
Are you sure you want to add the information in C:\Documents and Settings\rmorrow\Local Settings\Temporary Internet Files\Content.IE5\5TZ7D51E\officeinternetfaxinstall[1].reg to the registry?
Yes
No

Click Yes.

6. Finally, a confirmation pop-up will appear. This pop-up indicates that you successfully completed the integration process.


Registry Editor
Information in C:\Documents and Settings\rmorrow\Local Settings\Temporary Internet Files\Content.IE5\PP8Y0OOS\officeinternetfaxinstall[1].reg has been successfully entered into the registry.
OK

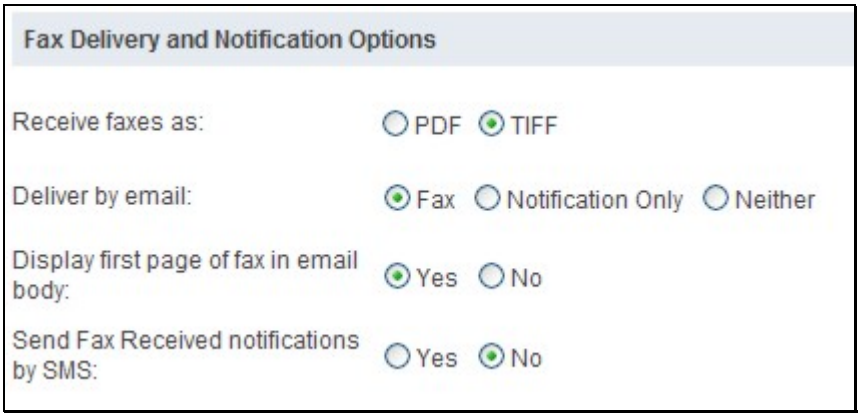
Click OK.

For instructions on faxing from Microsoft Office 2003 or 2007 applications, see Sending Faxes through Microsoft Office 2003 or 2007, in the section Sending and receiving Faxes by Email.

Receive Preferences

On the **Receive Preferences** page, you can change the settings for how you receive faxes.

Fax Delivery Options



You can indicate if faxes should be received as PDF or TIFF files.

You can indicate if faxes received as faxes received as emails should contain a notification of receipt only, the entire fax, or neither.

Indicate if the first page of the fax should appear in the email body or as part of the attached document.

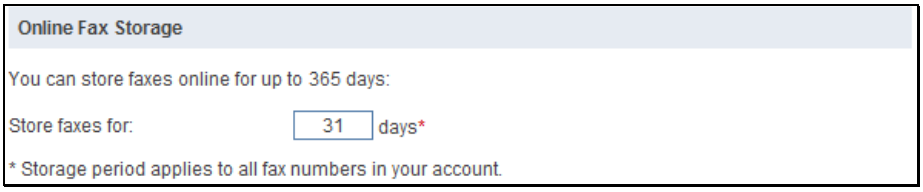
If you have set up a mobile device to receive SMS notifications on (see User Profile), you can select here whether to receive fax received notifications on it.

Fax Delivery Email Addresses

Fax Delivery Email Addresses
Faxes and notifications can be delivered to a maximum of 5 email addresses:
Deliver my faxes to (max 5):
john.doe@company.com
Remove
You must list at least one email address
Add new email address to list:
Add

Indicate the email addresses to which faxes should be delivered. You can designate up to five addresses. If you want to remove an address, click on the address to be removed and click on the **Remove** button. To add a new email address to your list, enter it in the box indicated and click the **Add** button.

Online Fax Storage


Online Fax Storage
You can store faxes online for up to 365 days:
Store faxes for:
31
days*
* Storage period applies to all fax numbers in your account.

Indicate how long you would like your faxes to be stored. You can store faxes for up to 365 days.

Junk Fax Options

MyFax now provides the means to help you identify new inbound faxes as Junk, based on what faxes you have previously identified as Junk. There are four ways to tell MyFax to consider a new fax as Junk:

1) When the Caller ID of the new fax is the same as the Caller ID of a fax you had earlier marked as Junk.

2) When the Sender (Fax Machine ID) is the same as the Sender of a fax you had earlier marked as Junk.

3) When the Caller ID is not provided.

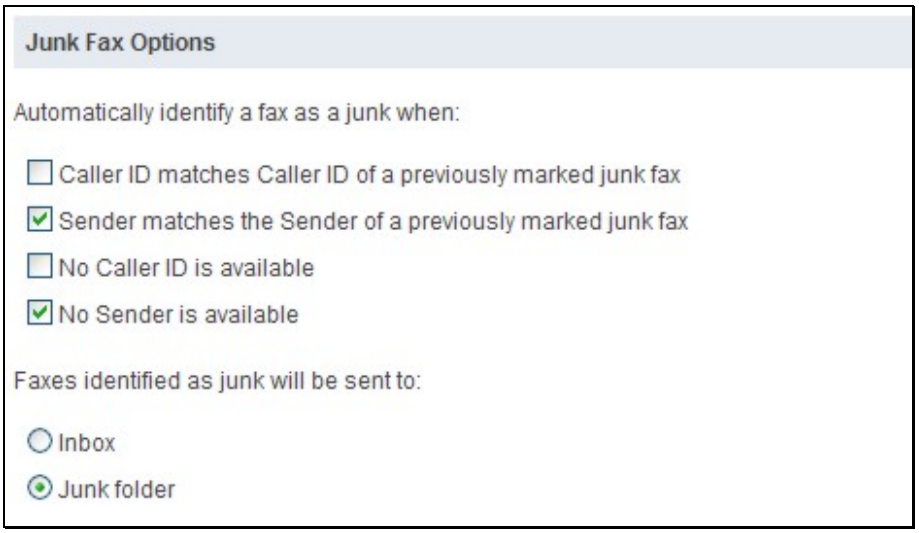
4) When the Sender (Fax Machine ID) is not provided.

You can choose any combination of the above options.

You can also select to use a separate Junk Fax folder, into which all of your Junk faxes will be placed, so that you don't have to see them in your Inbox.

***Note**: MyFax never deletes a Junk fax for you, so that in case a Junk Fax is incorrectly identified, you can still look through your Junk faxes to find it, and unmark it as Junk if you need to.*

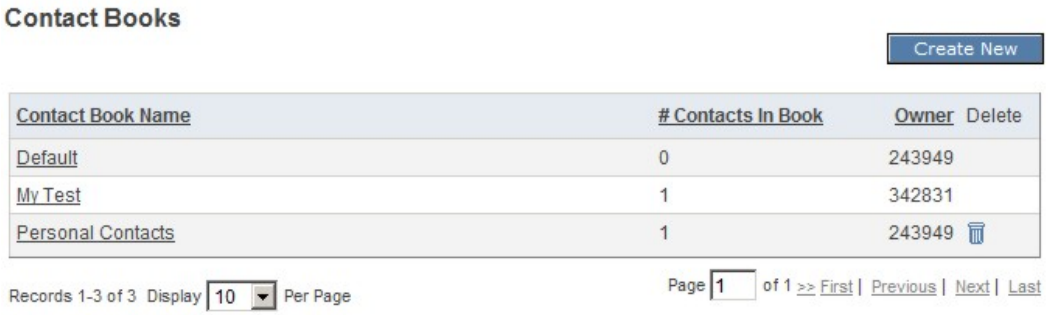
***Note:** You should be aware that not all telephone carriers properly transmit Caller ID, so it is possible that you will receive faxes from different sources that appear to have the same Caller ID. Use these settings with caution, and periodically check your Junk faxes, to ensure that you never accidentally miss an important fax.*


Junk Fax Options
Automatically identify a fax as a junk when:
Caller ID matches Caller ID of a previously marked junk fax
Sender matches the Sender of a previously marked junk fax
No Caller ID is available
No Sender is available
Faxes identified as junk will be sent to:
Inbox
Junk folder

Contact Book Management

Contact Books can be managed by clicking on the Contact Books sidebar menu item. This shows a page containing a list of all contact books accessible by the user. The columns shown include:

- Contact Book Name
- # Contacts in Book
- Owner – this is the user ID of the contact book owner. A user ID different from the logged in user indicates a contact book that another user in the account is sharing.
- Delete – a trash can icon indicates a contact book that can be deleted. The default contact book and any contact book owned by another user cannot be deleted.



Creating a New Contact Book

1. Click the **<Create New>** button.
2. Type the name of the new contact book in the **Name** entry box.
3. Type a description (optional) in the **Description** entry box.
4. Click **<Save>** to create the new contact book, and go to the Edit Contact Book page for that contact book. Click <Cancel> to abort and return to the Contact Book list.

Deleting a Contact Book

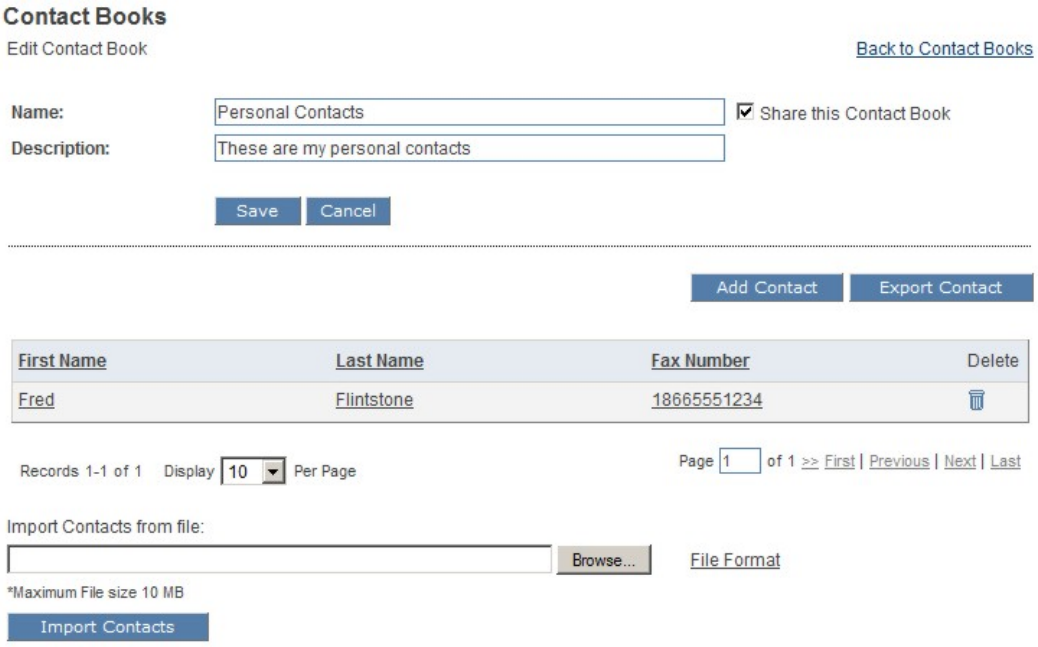
1. Click the **trashcan icon** for the contact book you wish to delete.
2. Click **<OK>** on the warning message pop-up to proceed with the deletion, or click **<Cancel>** to abort.

Editing a Contact Book

Edit a contact book if you wish to change its name or description, or if you wish to view, add, delete, import or export contacts in the contact book. Each of the tasks described below assume that you start in the Edit Contact Book page.

1. Click on a **contact book name** in order to edit the contact book. If the contact book is shared by another user, you cannot make changes, but you can view the contents.

2. Click **Back to Contact Books** to return to the Contact Books list when done.



Editing a Contact Book Name or Description

1. Make any desired changes to the name in the **Name** entry box.
2. Make any desired changes to the description in the **Description** box.
3. Click <**Save**> to save the changes, or <**Cancel**> to undo your unsaved changes.

Adding Contacts to a Contact Book

1. Click <**Add Contact**>.
2. Type the first name of the contact in the **First Name** entry box.
3. Type the last name of the contact in the **Last Name** entry box.
4. Type the fax number of the contact in the **Fax Number** entry box. Be sure to follow the **Number Format** specified.
5. Click <**Save**> to add the contact to the contact book, or <**Cancel**> to abort.

Deleting Contacts from a Contact Book

1. Click the **trashcan** icon next to the contact book you wish to delete.
2. Click <**OK**> to delete the contact, or <**Cancel**> to abort.

Editing a Contact in a Contact Book

1. Click on the **First Name**, **Last Name** or **Fax Number** of the contact you wish to edit.
2. Edit the **First Name**, **Last Name**, or **Fax Number** field as desired.
3. Click <**Save**> to keep your changes, or <**Cancel**> to return to the contact book without saving any changes.

Appendix A: File Formats

MyFax supports the following file formats for use as attachments.

- Adobe PDF
- AMI Draw Graphics
- ANSI Text
- Applix Graphics
- Applix Spreadsheets
- Applix Words
- ASCII Text
- Computer Graphics Metafile (CGM)
- Corel Draw CDR (TIFF Header)
- Corel QuattroPro
- DCX
- Encapsulated PostScript (EPS)
- Enhanced Metafile (EMF)
- HTML
- IBM DCA/RFT
- IBM Displaywrite
- JPEG File Interchange Format
- Lotus 1-2-3*
- Lotus AMI Pro
- Lotus AMI Professional Write Plus
- Lotus Freelance*
- Lotus Pic (PIC)
- Lotus Word Pro*
- Mac PICT (raster content)
- MacPaint (MAC)
- Maker Interchange Format (MIF)
- Microsoft Document Imaging Format (MDI)
- Microsoft Excel
- Microsoft Excel for Mac

- Microsoft Publisher (PUB)
- Microsoft RTF
- Microsoft Windows Bitmap (BMP)
- Microsoft Windows Write
- Microsoft Word
- Microsoft Word for Macintosh
- Microsoft Works Spreadsheet
- Microsoft Works
- PC PaintBrush (PCX)
- Portable Network Graphics (PNG)
- SGI RGB
- Sun Raster
- TIFF
- Truevision Targa
- Unicode Text
- WordPerfect
- WordPerfect for Macintosh
- WordPerfect Graphics (WPG)
- XyWrite
- Supports a restricted set of features

Appendix B: Using Country Codes

Because MyFax is capable of delivering faxes anywhere in the world, MyFax must be provided with a fully specified fax number which includes the country code of the destination, even if the number is local to your location.

Sending a fax when no default country code is set

When you first start using MyFax, it doesn't know anything about your sending habits – whether you send to many different countries or if you always send within the same country. For that reason, it is set up so that you need to enter the country code for each and every fax number, every time that you send a fax.

These examples describe how to format your destination fax numbers to include the country code.

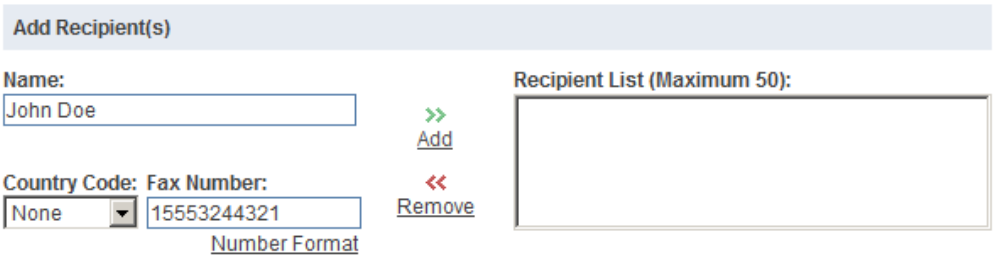
Example 1 – North American Destination

If you want to send to the fax number (555) 324-4321 in North America, you must enter the number with the North American country code "1" at the beginning of the number.

If you are sending by email, you would send to:

15553244321@myfax.com

If you are sending with MyFaxCentral, you would type the number in the Fax Number box, as shown:



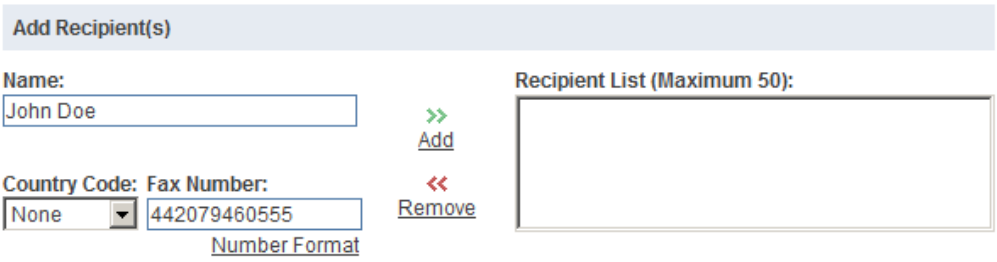
Example 2 – United Kingdom Destination

If you want to send to the fax number 020 7946 0555 in the United Kingdom, you need to include the country code for the United Kingdom "44" at the beginning of the fax number. Also, note that the "0" at the beginning of the fax number is actually the United Kingdom national dialing prefix, and does not get entered.

If you are sending by email, you would send to:

442079460555@myfax.com

If you are sending with MyFaxCentral, you would type the number in the Fax Number box, as shown:

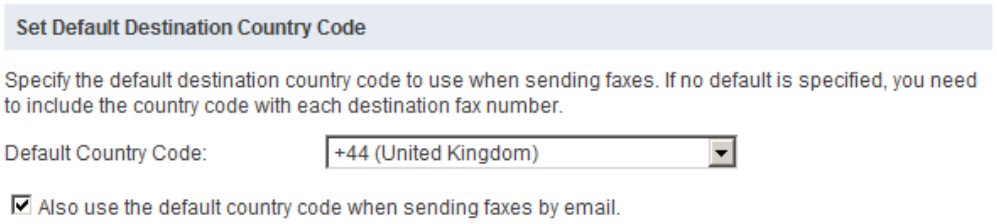


Setting a default country code

If you are frequently sending faxes to destinations in different countries, then including the country code each time you enter a fax number probably makes good sense. If you are like most people however, and you typically send faxes to destinations within the same country (usually your own), then this can become tedious. MyFax includes a feature to allow you to specify a default country code.

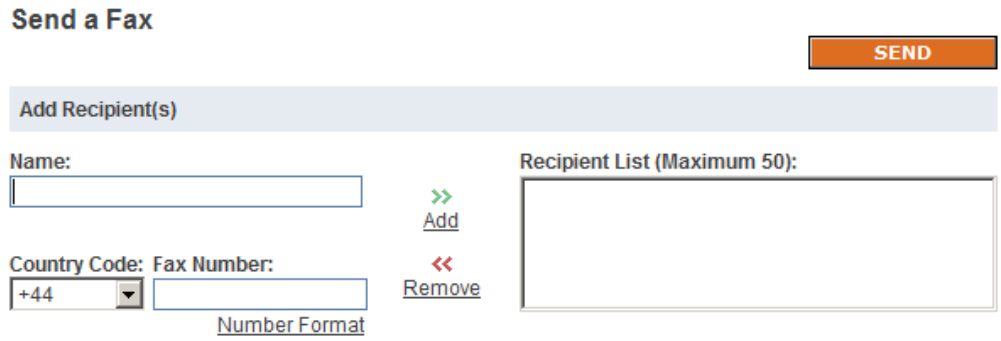
The default country code is the country code that MyFax will assume you mean to use, when you don't say otherwise. This provides for less typing, and allows you to enter the fax number in much the same way that you would dial it locally.

To set the default country code, log in to MyFaxCentral, and click on **My Preferences**, **Send Preferences**. In the section **Set Default Destination Country Code**, select the country code you want to use as the default from the drop-down list, and click **Update**:


Set Default Destination Country Code
Specify the default destination country code to use when sending faxes. If no default is specified, you need to include the country code with each destination fax number.
Default Country Code:
+44 (United Kingdom)
Also use the default country code when sending faxes by email.

***Note:** The plus sign (+) is the international standard way of indicating that what follows is in fact a country code.*

From now on, when you use MyFaxCentral's Send a Fax interface, you will see your default country code displayed in the Country Code box:



If you want the default country code to also be used when sending by email, check the box "Also use the default country code when sending faxes by email".

Sending a fax when a default country code is set

If you have specified a default country code, then when you enter a fax number you will normally not include the country code. If you use MyFaxCentral to send faxes, the Country Code box will display the default country code that you have saved.

Example 1 – North American Destination

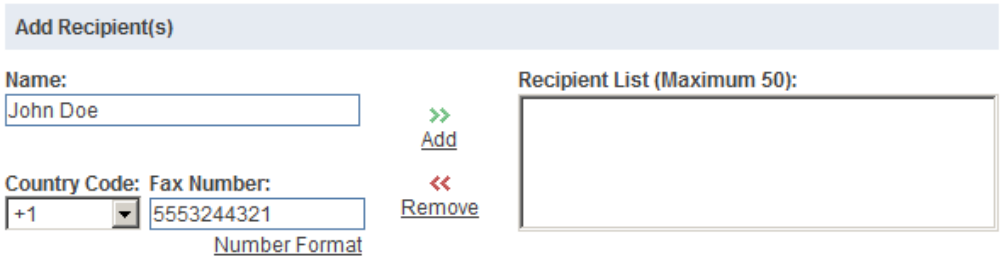
This example assumes that you have previously set the default country code to be "1" for North America (see Setting a default country code, above).

If you want to send to the fax number (555) 324-4321 in North America, you enter the number the same way you would dial the number locally.

If you are sending by email, you would send to:

5553244321@myfax.com

If you are sending with MyFaxCentral, you would type the number in the Fax Number box, as shown:



Example 2 – United Kingdom Destination

This example assumes that you have previously set the default country code to be "44" for the United Kingdom (see Setting a default country code, above).

If you want to send to the fax number 020 7946 0555 in the United Kingdom, you can enter the number the same way you would dial the number locally. Since the "0" at the beginning of the fax number is actually the United Kingdom national dialing prefix, it may be optionally entered, or omitted, as you prefer. MyFax is designed to be smart enough to understand the number either way.

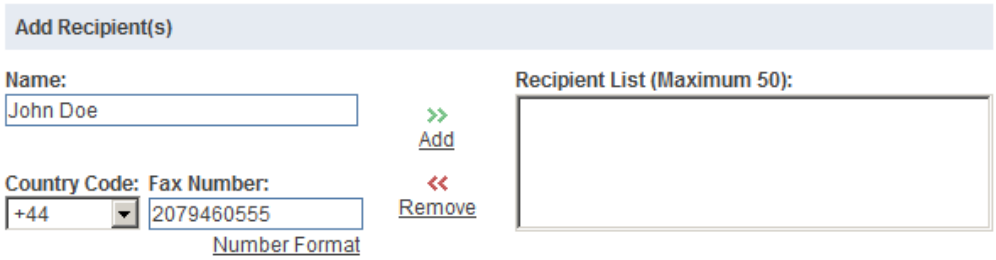
If you are sending by email, you would send to:

2079460555@myfax.com

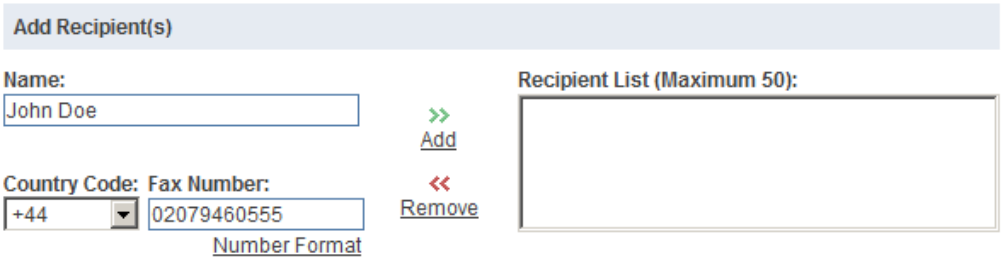
OR

02079460555@myfax.com

If you are sending with MyFaxCentral, you would type the number in the Fax Number box, as shown:



OR



Sending a fax to a different country code than the default

If you normally always send to destinations in one country, then you can use a default country code setting, as described above. Sometimes though, you will need to send to a country outside of your default setting.

Example 1 – North American destination with a UK default

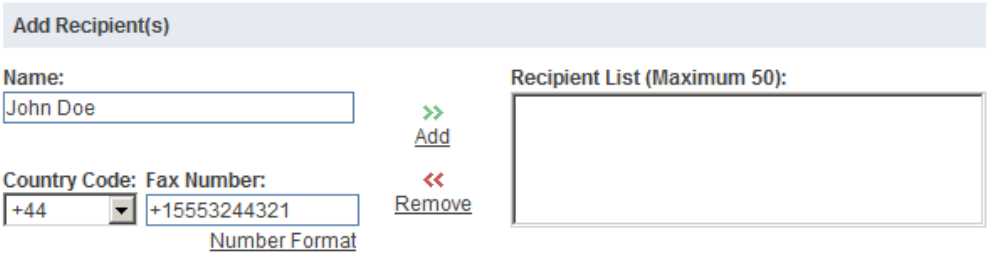
Suppose you live in the United Kingdom, and therefore have your default country code set to be "44" for the United Kingdom. You normally send faxes using the method described above (Sending a fax when a default country code is set). This time however, you need to send a fax to the North American number (555) 324-4321.

You don't want to change your default country code setting, because you still normally want to send within the UK; this is simply an exception.

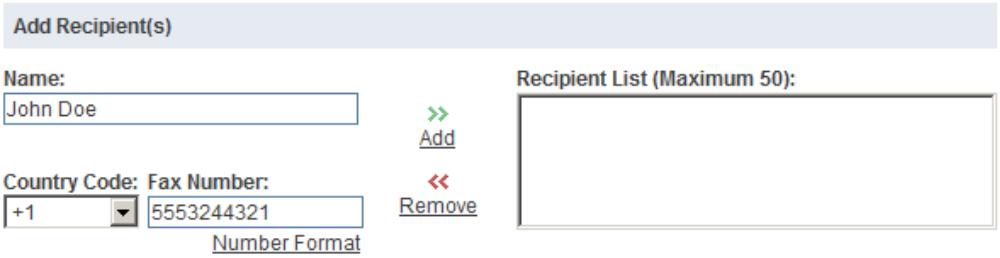
If you are sending by email, you specify the entire fax number including the destination country code, and precede the number with a plus sign (+). The plus sign tells MyFax not to use the default country code this time. You would send to:

+15553244321@myfax.com

If you are sending with MyFaxCentral, you can enter the entire fax number including country code, starting it with a plus sign (+) so that MyFax will know not to use the default country code this time.



Alternatively, if you are sending with MyFaxCentral, you can change the Country Code right on the page using the drop-down list, to temporarily select the country code you want to use this time.



About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium, and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America and Europe, including the United Kingdom, to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 15,000 new customers subscribe to MyFax each month. Additional information is available at **www.myfax.com** and **www.myfax.uk.com**.

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